



General Services Administration (GSA)
Technology Transformation Service (TTS) Solutions
Public Experience Portfolio

USAGov Web Support Services
Technical Quote
September 2, 2021

Solicitation Number: 47HAA021Q0128

PREPARED BY:

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SUBMITTED TO:

GSA/TTS/Public Experience Portfolio
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COVER LETTER

Mobomo, LLC

**1600 Spring Hill Rd, Suite 300
Vienna, VA 22182**

Dear General Services Administration (GSA) Team:

Mobomo, LLC is pleased to submit this technical and price proposal in response to the GSA solicitation for USAGov Web Support Services. Mobomo has been a long-term partner to GSA, providing mobile and web support services for USA.gov since 2010. Our team developed the first USA.gov mobile search app, the USA.gov mobile app galleries, the first responsive design of USA.gov in both English and Spanish; and provided services for a number of additional efforts including my.USA.gov, the USA.gov Consumer Complaint Wizard, support for sites.USA.gov and other initiatives including data.gov, C2, code.gov, and my.usa.gov. As such, Mobomo has both the staff and unparalleled deep organizational experience to provide support for all the GSA technologies and processes requested as a part of this solicitation. We currently have 10 staff members experienced in working with GSA across technology areas who are badged and ready to be flexibly deployed for projects. Many individuals have been with Mobomo since the beginning of the company. Perhaps most importantly is that Mobomo has an outstanding track record of providing the right resource at the right time for GSA. This ensures not only project success, but also cost savings due to reduced learning curve and ramp up time. Our proven CMMI Dev Level 3 / ISO 9001:2015 approach ensures the flexible staffing capabilities required to meet the changing needs of the GSA.

Throughout this proposal and the attached documents, we have detailed our organizational experience, management and staffing approach, personnel available, and examples of past performance within GSA as well as for other federal agencies. We not only demonstrate our collective success with the current dynamic staffing model on the USA.gov project, but also illustrate several additional successes on other government projects where our nimble agile methodology provided efficient resource management to satisfy rapid, but smooth transitions. In doing so, we hope that you come to understand more about who we are, more about our award-winning services and flexible team rosters. We are extremely proud of our talent and know that we can continue to provide GSA with a highly productive, highly collaborative, and highly creative team to support each of your tasks.

We at Mobomo are grateful to be presented with this opportunity from GSA. Overall, we believe that our vision, expertise, and culture coupled with our all-star talent uniquely positions us to provide GSA with continued support for Technology Transformation Services.

The information in our proposal is accurate and complete. Mobomo's proposal is valid 120 days from receipt.

Should you have any questions regarding this response or require further information, please contact Brian Lacey via phone at 303-748-7818 or via email at brian@mobomo.com.

Sincerely,

(b) (6)

Brian Lacey
CEO | Mobomo, LLC

ABOUT MOBOMO, LLC

Mobomo, LLC is a CMMI Dev Level 3 / ISO 9001:2015 certified premier mobile, web, and cloud application development company that has extensive experience in creating award-winning, agile, user-centered design solutions and providing DevSecOps capabilities. Mobomo has been a strong technology partner to GSA since 2010 supporting multiple projects (including USA.gov, apps.usa.gov, my.usa.gov, data.gov, code.gov, sites.usa.gov, etc.) across a wide variety of technology staffing requirements (from Drupal to JavaScript to Ruby to Cloud, and/or DevSecOps, etc.). Mobomo has a team of more than 80 agile technologists with over 10 that have intimate experience of working with GSA. As such, Mobomo is familiar with GSA technology and processes and have a team already at GSA who are badged and ready to be assigned for projects without transition time. We have the history of being able to quickly switch staff members – having provided this capability for the past decade – to meet the emergent needs of GSA as required for CLIN X001 of this solicitation.

As a part of dynamic staffing provided for GSA, Mobomo has supported a multitude of successful Drupal projects including the USA.gov USWDS redesign, a new responsive and a mobile-first redesign for USA.gov with a specific emphasis on 508 compliance. Mobomo also trained GSA staff on the Drupal CMS to maintain accessibility compliance beyond initial development and launch. For the past decade our technical staff has worked hand-in-hand with the GSA team to make USA.gov's Drupal CMS an on-going success.

As a proud Drupal Association member, AWS Public Sector Partner and Reseller, Microsoft Certified Partner, Acquia Partner, and member of the Digital Services Coalition, Mobomo is well positioned to continue providing GSA with top-tier project support staff including: Certified Project Management Professionals, Certified Scrum Masters, AWS Certified Solution Architects, AWS Certified SysOps Engineers, Microsoft Certified Professionals, DHS 508 Certified Trusted Testers, Acquia Certified Drupal Developer and Drupal Contributors.

(b) (4)

In addition to our successes with GSA, we have had notable success with other government agencies such as USGS, NASA, FERC, VOA, and NOAA. Few companies have the past performance comparable to Mobomo's in successfully designing and developing high-traffic federal award-winning Drupal platforms such as NASA.gov, VOAnews.com, USGS.gov.

How Mobomo Will Continue to Empower the GSA

- **10 years of Expertise and firsthand knowledge** of existing GSA systems from successful launches and products including ECAS, USA.gov, Search.gov, Code.gov, and sites.USA.gov.
- **Experience** from mission-critical public-facing federal Drupal deployments including NASA.gov, USGS.gov, NOAA Fisheries, and FERC.gov.
- **Cost-effective and scalable talent pools** of frontend, back-end, cloud, and DevSecOps experts that the GSA can leverage to meet any of their technical challenges.
- **Speed, flexibility, and ready to go.** Mobomo has a proven history of being able to quickly switch staff to meet the rapidly changing needs of the GSA. Additionally, our proposed team of experts is not only experienced in all the required technologies and processes, but many of the team are also already badged and ready to begin work at the GSA without any transition time.

Company Information

Company Name:	Mobomo LLC
Company URL:	www.mobomo.com
Address:	1600 Spring Hill Rd, Suite 300, Vienna, VA 22182
DUNS Number:	(b) (4)
GSA Schedule Contract No:	GS-35F-143BA
CAGE Code:	66L28
MAS Category:	54151S
Product and Service Code :	R425
Point of Contact:	Ken Fang
Phone Number:	888-676-1049
Email:	(b) (4)
Business Size:	Small Business

FACTOR 1: ORGANIZATIONAL EXPERIENCE

Mobomo offers over a decade of organizational experience in web site development and design. As an established partner with GSA since the inception of the company, our team has helped launch the federal mobile apps (<https://gcn.com/articles/2010/12/14/government-agencies-iphone-apps.aspx>) with the USASearch mobile app; one of the first responsive, section 508 compliant federal websites with USA.gov (<https://www.gsa.gov/blog/2013/08/15/gsas-usagov-redesign-improves-user-experience-saves-taxpayer-dollars>), developed numerous iterations of USA.gov, and provided support for data.gov and code.gov. Our work with GSA since 2010 demonstrates Mobomo's sustainable ability in providing technical expertise through flexible staffing models. This core capability along with the ability to retain staff with GSA knowledge and experience has created a lasting and successful relationship between the GSA and Mobomo.

Attachment A, submitted along with this technical proposal, covers the Organizational Experience of Mobomo.

KEY AREAS	MOBOMO VALUE ADDITION AND CAPABILITIES	PROVEN EXPERTISE AND RESULTS
Drupal 8.x/9.x development	Mobomo delivers consistent, award-winning Drupal 8.x and 9.x development skills coupled with over 10 years of GSA experience and management support to remove risk and guarantee success. With a team of over 80 staff providing Drupal support to customers including: DOI, PRAC, NASA, FERC, GSA, NOAA and USAGM, Mobomo can provide multiple Drupal resources with expertise in working with GSA and other federal customers on Drupal 8 and Drupal 9 projects. Mobomo is a Supporting Partner member of the Drupal Association, and we encourage all our developers to contribute to the Drupal project when possible. These contributions started with one of the first federal Drupal.org contrib modules (drupal.org/project/usasearch for the GSA) in 2011. Mobomo continues to contribute to the community a decade	Mobomo has effectively designed, developed, and supported the Drupal CMS platform for GSA for the USA.gov website. Our team has built custom templates, performed code audits and reviews, maintained federal compliance guidelines and provided training support regarding Drupal for GSA for over a decade. Our team has worked diligently to bring GSA's visions rapidly and effectively to fruition for USA.gov. In addition to our work with GSA, Mobomo developed the NOAA Fisheries platform on Drupal 8, and the codebase contains approximately 25 custom modules and 70 contributed modules. Taking ownership and initiative on code reuse, the project has also contributed work back to many Drupal modules (conditional_fields and samlauth, just to name a few) as well as entirely new modules such as timeout_notification. The platform uses APIs to integrate with dynamic data sources / external applications including: USAJobs, WebDAM (supporting its integration with Acquia), BrightCove, Regulations.gov, FederalRegister.gov, and Grants.gov.

	<p>later with projects such as administrative themes (drupal.org/project/lark, built as part of the Voice of America Project) and migration tools for large scale clients (drupal.org/project/queue_import, developed to streamline Drupal migrations for the Middle East Broadcast Network). Mobomo also sponsors both DrupalCon and DrupalGovCon, providing training classes to the community. Team Mobomo has over 40 drupal.org registered contributors and staff (drupal.org/mobomo), along with over 20 Acquia Certified developers with numerous individuals well versed in Drupal 8 and Drupal 9</p>	<p>Mobomo also worked with FERC stakeholders to deliver a vastly improved, mobile-friendly, responsive website (ferc.gov) built on a modern technology stack using the open-source Drupal framework on the Azure PaaS (Platform as a Service). Our team leveraged our CMMI Dev Level 3 / ISO 9001:2015 agile software development process to deliver a high-quality system using regular two-week development sprints integrated with client demos, usability, 508 and security tests.</p> <p>The final product has exceeded expectations, increasing visitors by 5% and doubling average page view times. In 2021, Mobomo successfully completed an upgrade and migration of the FERC.gov CMS to Drupal 9. In addition to addressing product end-of-life concerns with older versions of Drupal, the upgrade also increased website and CMS administrative performance by 20% faster load times. FERC continues to gain positive attention for the improved UI/UX and ease of maintenance.</p>
<p>Capacity to change and staff for newly emerging project requirements in an agile fashion</p>	<p>To provide capacity to change and staff for dynamic requirements, Mobomo will apply similar Agile methodology to its staffing model as it does to its project development model. Understanding that priorities and technical requirements can and will change over the course of the life of the project, Mobomo will maintain a bench of GSA focused resources possessing the technical skills to accomplish all noted GSA goals, and ones yet to be identified. This method of “future proofing” the team will allow Mobomo to pivot resources as needed for the GSA with as little disruption as possible. By having the proposed staff members already badged and supporting GSA, Mobomo can minimize the onboarding process and eliminate the 2–5-week security screening required for new staff. These staff members will be precleared/badged to the best of our ability enabling rapid transition when required. We already know the problem set and are invested in solutioning and we can provide the flexibility to staff the position(s) dynamically as needed/ requested.</p> <div data-bbox="370 1633 802 1789" style="background-color: black; color: red; font-size: 2em; text-align: center; padding: 10px;"> <p>(b) (4)</p> </div>	<p>Mobomo has a track record of successfully implementing flexible staffing models for our government clients. Mobomo has a proven history at the GSA of being able to align staff to meet the changing needs of clients. With the industry continuing to move from Waterfall methodologies to Agile methodologies, so too must staffing models be more flexible and allow for rapid resource transitions. Mobomo has applied this model to work with GSA on its USA.gov and data.gov projects as well as with the International Trade Administration web support project and supporting the FERC.gov (Federal Energy Regulatory Commission) redesign project.</p> <p>In working with the GSA management team, Mobomo was able to pivot and shift resources quickly to meet the needs of changing requirements. When GSA required a stronger focus on back-end development and less front-end development, Mobomo was able to shift developer hours to make that happen. When there was a business need to provide architecture support or code reviews, Mobomo was able to make those support changes without cost to the client.</p> <p>Here are a few other similar examples of Mobomo’s ability to quickly staff needs for other customers:</p> <ul style="list-style-type: none"> • Two weeks of surge support for the Maximus Medicare enrollment application • Rapid staffing shifts to support Drupal 9 migrations for the City of Louisville, KY and the USGS • Complete re-alignment of resource tech stacks for FERC.gov’s redesign • Resource pivoting to meeting changing priorities for the International Trade Administration

		<ul style="list-style-type: none"> Modifying team structure and delivery timetables to meet new requirements for the University of Colorado's National Snow and Ice Data Center
Cloud.gov (or Cloud Foundry) and Amazon Web Services (AWS) experience	<p>Mobomo's proposed team of DevSecOps experts brings years of experience in cloud.gov development with the GSA and are also members of the DevSecOps teams that architected AWS solutions for some of the highest-trafficked federal websites including NASA.gov and USGS.gov. Mobomo is empowering the GSA with a (b) (4) will provide the ability to rapidly staff projects with the right expert to match their hosting and DevSecOps needs. Additionally, this team of experts can reach back to Mobomo's team of award-winning cloud experts for technical and solution guidance to ensure that the GSA is implementing the right decision.</p>	<p>Mobomo's team will bring expertise and experience from these mission-critical projects:</p> <ul style="list-style-type: none"> Code.gov - Mobomo provided backend development and DevSecOps support for the Code.gov website and API, which used cloud.gov in AWS to host the code.gov platform. (b) (4) Most recently our team of UX designers and front-end developers redesigned built the fronted for the upcoming Modernization and Migration Management (M3) playbook. The upcoming launch of the new M3 site is hosted on cloud.gov and leverages Jekyll to serve the pages to the production environment.
Federal Information Security Modernization Act (FISMA) Authority-To-Operate (ATO) process experience	<p>Mobomo has significant experience in authorizing web applications via Federal Information Security Modernization Act (FISMA) Authority-To-Operate (ATO) processes, including the drafting of required documents, and System Security Plans (SSP). Mobomo's DevOps team proposed in CLINX005 has the experience to work closely with the GSA's security team and stakeholders to ensure that their cloud-based services meet the FedRAMPed requirements. Our cloud engineers can assist in the authorization process, documentation, and implement continuous monitoring to stay in compliance with security, privacy and 508/accessibility requirements necessary for the SSP and ATO.</p>	<p>The Mobomo team has many years of experience designing, developing, deploying, authorizing, and operating marquee award-winning mobile-first Federal agency Drupal websites. These sites have been built directly on FedRAMPed IaaS services in both AWS and Azure, and on both Acquia's ACE and SiteFactory FedRAMPed PaaS. As a result of the rigor of utilizing, documenting, and authorizing FedRAMPed cloud services, Mobomo's developers are well-positioned to apply these experiences to GSA's cloud deployment and operational needs, assisting with System Security Plans (SSPs) and facilitating the Federal Information Security Modernization Act (FISMA) Authority-To-Operate (ATO). Mobomo has migrated, designed, deployed, operated, and authorized the multi-award-winning Drupal (https://www.nasa.gov/), on FedRAMPed AWS IaaS in the AWS East/West Region. For the International Trade Administration, (https://www.trade.gov/), where we manage ITA's global infrastructure, we received the ATO for Drupal 8 within ITA's Azure Public Cloud. At NOAA Fisheries, (https://www.fisheries.noaa.gov/), we completed the SSP and ATO for Drupal 8 onto Acquia's FedRAMPed AWS hosted ACE SaaS, also winning three awards with the Fisheries Federal team.</p>

FACTOR 2: MANAGEMENT APPROACH AND STAFFING

Mobomo has been working with GSA in a variety of manners for many years. From members of the executive team to members of the technical staff, Mobomo has maintained a roster containing ten people with firsthand

GSA support experience over the last decade supporting sites.usa.gov, USA.gov, and data.gov. Mobomo will leverage it's Mobomo's proven and adaptable Scaled Agile Framework (SAFe) governance process called Innovative Mobomo Process and Collaborative Teamwork (IMPACT™ - <https://www.mobomo.com/impact/>) to manage and staff this program. The process was developed using over a decade of experience providing agile DevSecOps enabled solutions for large-scale federal government customers. IMPACT's foundation is based on SAFe® for Lean Enterprises 5.0, Kanban, and Scrum best practices; augmented with Mobomo's CMMI Dev Level 3 and ISO 9001:2015 continuous improvement initiatives to constantly enhance staff, product quality, and customer value. It incorporates a program management office (PMO) with the following key governance processes:

- Mobomo's corporate executives meet weekly with the IMPACT PMO to review the IMPACT dashboard. This time is used to decide on strategies to ensure product delivery, quality and customer satisfaction. The collaboration between executives and the PMO allows direct access to corporate resources to deploy to GSA as required for scaling, surging, or emergency/ad hoc requests
- Next, the IMPACT PMO will work closely with the CMMI/ISO Steering Committee to communicate best practices, lessons learned and enterprise process across teams. The committee will in turn provide recommendations to incorporate the standard CMMI/ISO best practices to add value at GSA.
- [Mobomo Labs](#) is our corporate innovation arm developed to invest and learn about new and emerging technologies. Throughout a project, the IMPACT PMO will collaborate with the GSA team to offer innovations that have a high potential return on investment (ROI).
- The IMPACT PMO works closely with our Talent Acquisition (TA) team to ensure all projects are properly staffed. Our TA team has strong relationships at colleges, trade schools and communities of practice. The IMPACT PMO coordinates resource discussions via weekly business unit reviews to ensure that the GSA POC will work with GSA and the TA team to anticipate staff requirements as well as fulfill immediate surge staff needs. The TA team guarantees cultural and technical alignment with GSA as well as Mobomo's standards.
- Lastly, [Mobomo University](#) is an onboarding and continuous training program that ensures all staff are trained in the IMPACT CMMI/ISO processes and procedures; have the appropriate formal training and certifications required for each task; and receive access and insight into what would be considered tribal knowledge to each and every level of the organization.

Finally, to meet the GSA need for a dynamic staffing model, Mobomo is providing options for several resources under the Mandatory CLIN X001 Web Developer position and the Optional CLINX005 – DevOps Engineers. All individuals have extensive experience working at GSA. Having multiple staff members badged, available and cleared for GSA projects will allow Mobomo to pivot and rapidly bring in new team members within the negotiated timeframe. Our team includes the following individuals and skill sets as a part of the Mobomo available resources:

Mandatory CLIN0001 -Web Developers	HTML5	CSS3	JavaScript	jQuery	Ruby on Rails	PHP
(b) (4)	✓	✓	✓	✓		
(b) (4)	✓	✓	✓	✓	✓	✓

Optional CLIN0005 – DevOps Engineers	(b) (4)			
Experience with architecting, operating, and deploying Drupal-based applications in a Cloud Foundry environment, such as Cloud.gov	✓			
Experience with architecting, operating, and deploying applications in a Cloud Infrastructure-as-a-Service environment, such as using Amazon Web Services (AWS).	✓	✓	✓	✓
Experience operating and managing web applications that are of a high quality and meet applicable requirements, such as Federal Government security requirements.	✓	✓	✓	✓
Experience with source control/collaboration tools (such as Git, Jira, others).	✓	✓	✓	✓

Experience with continuous integration/continuous delivery tools and pipelines (such as CircleCI).	✓	✓	✓	✓
Experience troubleshooting and resolving issues in a Cloud Foundry and AWS (or similar Cloud-based environment).	✓	✓	✓	✓
Configuring load-balancing and working with content delivery networks to improve the reliability and reduce the latency of the system	✓	✓	✓	✓
Performing performance management, availability reporting, and other administration.	✓	✓	✓	✓

KEY AREAS	MOBOMO VALUE ADDITION AND CAPABILITIES
Experienced and knowledgeable staffing and their retention throughout the term of this task order	<p>Mobomo's CMMI Dev Level 3 / ISO 9001:2015 governance process incorporates staffing, recruiting, training, and retaining best practices to ensure the availability of qualified, proficient personnel. This includes leveraging existing resources who are familiar with the GSA along with the over 80 personnel Mobomo has on staff. As needed, our management team will recruit new personnel, and the fact that we have individuals who have worked with GSA for over a decade, Mobomo is able to ensure high employee satisfaction and retention.</p> <p>Mobomo already has the proposed staff in GSA, minimizing the onboarding process and eliminating the 2–5-week security screening required for new staff. These staff members will be precleared/badged to the best of our ability enabling rapid transition when required. We already know the problem set and are invested in solutioning and we can provide the flexibility to staff the position(s) dynamically as needed/ requested.</p> <p>Mobomo incorporates an enterprise Program Management Office (PMO) to oversee and ensure all programs, projects, and products are adhering to process, quality, and cost-saving standards. The PMO integrates corporate business units including our CMMI / ISO Steering Committee, our Talent Acquisition (TA) Team, to deliver on the following:</p> <ul style="list-style-type: none"> • Scalability in staff and agile teams • Alignment of cross-functional teams to merge programs, teams, and product management processes to serve multiple programs in a cost-effective manner • Continuous value improvement through data-driven quality measurement • Flexibility to accommodate ad hoc and emergency requests • Introduction and integration of emerging technologies into all project teams <p>Mobomo understands the success of our digital transformation projects rely heavily on retaining the best and the brightest. As such, to ensure high employee satisfaction and retention, Mobomo uses a combination of incentives, including competitive compensation packages, family-friendly benefits, reward programs, ongoing opportunities for career growth, competency-based advancements, a mentoring program, and an inclusive, diverse workforce environment.</p> <p>By maintaining excellent staffing quality standards and experienced personnel who mentor peers, our highly successful retention activities center on managing the needs of both the individual and the requirements of the position. We accomplish this by actively managing the retention metric closely and employing retention activities, which include:</p> <p>We are proud that our the results of our efforts speak for themselves, as Mobomo has been rated one of the Best Places to Work by the Washington Business Journal, and one of the top U.S. companies for diversity. This reputation as an agile software development leader and great place to work provides Mobomo a strong brand in recruiting and retaining staff. Employees love Mobomo due to the culture and opportunities we provide, and our Glassdoor ratings are a 4.7 / 5.0.</p>

Compliance with contract provisions and adherence to schedules	<p>Mobomo's management and contracts support team will provide the following in support of GSA's USA.gov project:</p> <ul style="list-style-type: none"> • Compliance with contract provisions • Adherence to schedules • Provide accuracy in invoicing and supporting documentation, and accuracy in data relating to security clearances and Government information, and risk avoidance with project deliverable • Proactive and frequent communication with Government program managers, Contracting Officer's Representative (COR), and their project personnel • Manage and respond to project risks • Provide a designated Point-of-Contact for contract administration, contractor employee supervision, ROCAL management, project transition requests, and to respond to Government inquiries. <p>Mobomo's management team has a proven history of successfully providing this high-quality level of program management, reporting, and dynamic staffing to positive effect. This is illustrated in our excellent and very good CPARS for Mobomo's existing GSA USA.gov contract.</p>
Accuracy in invoicing and supporting documentation, and accuracy in data relating to security clearances and Government information, and risk avoidance with project deliverables	<p>Mobomo's management team will ensure accuracy in invoicing, supporting documentation and financial data including contract reconciliation activities between GSA and Mobomo. Mobomo maintains a Secret facility clearance and our Facility Security Officer (FSO) will ensure security clearances are tracked and monitored. To mitigate risk, Mobomo will create and maintain a project risk registry to manage and respond to project risks.</p>
Availability of suitable resources after Task Order award to meet the requirements described in Section 7.1.1 Description of Initial Project Work	<p>Mobomo understands that this level of scaling and flexibility can be provided only with trained and available staff. Mobomo's experience of working with GSA since 2010 ensures that we have the suitable staff members with technological and organizational experience to provide support for all the GSA technologies and processes. (b) (4)</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>In addition to this, Mobomo has a team with extensive agile software development experience: certifications including AWS, Microsoft, Acquia, Scrum Master, SAFe, Usability, 508, PMP, etc. and years of experience successfully designing, developing, deploying, operating, and maintaining both federal and commercial solutions.</p>
Access to GSA IT systems for full performance is dependent on a successful GSA Contractor Enter on Duty Determination (EoDD)	<p>To gain access in a timely manner to GSA IT systems, the proposed Mobomo team has existing Enter on Duty Determinations through current and previous GSA contracts and will not require additional onboarding time at the contract award to perform the duties outlined in CLIN0001 and CLIN0005.</p>
Proactive and frequent communication with Government program managers, Contracting Officer's Representative (COR), and their project personnel as described in the SOW.	<p>We have provided the detailed resume of the dedicated Point of Contact (POC) – Mr. Ken Fang along with this technical proposal. The POC will be responsible for proactive and frequent communication with the Government program managers regarding the progress and monitoring of the project. Mr. Fang has served in this capacity for several years and will continue to act in this role.</p> <p>The POC will attend the training on the clearance process and the management of ROCAL. Also, the POC will work with the Government to establish a contract-specific site and a contract-specific Contractor Information Worksheet (CIW). Additionally, part of Mobomo ISO 9001 process includes quarterly customer surveys that Mobomo will send the GSA leads for anonymous reporting of product quality, client satisfaction, and customer service. Mobomo uses this data to track its quality of service internally and make immediate adjustments to its process if issues are identified.</p>

Ability to respond to Government inquiries within 2 hours	<p>Mobomo will be available via group email, Slack, and via phone for any inquiries and the management team is included to have oversight and ensure the highest level of coverage for the 2-hour response time. Mobomo will provide:</p> <ul style="list-style-type: none"> • A group email (gsasupport@mobomo.com) will be set up that ensures responsiveness within two business hours. This email will go to all existing CLIN team members, the POC, and Mobomo executive management so that all parties are alerted to issues and risks when they arise. • All staff contact information will be made available to the GSA. • Mobomo will track and report response times in after-action reports.
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Understanding of Tasks and Deliverables

Mobomo understands and acknowledges the tasks listed below and will complete the associated tasks with this solicitation.

TASK	MOBOMO APPROACH
Upon notification by the government that it requires a different skill set (such as the need switches from a front-end focused developer to a backend one) for a new project under this task order, Mobomo will provide staffing for the new project within five (5) business days or within a timeframe mutually agreed upon by Mobomo and GSA.	<p>Mobomo is providing resumes/resources for each of the two CLINs requested (CLIN0001/CLIN0005) to give a broad and dynamic resource set. These developers will be precleared/badged to the best of our ability enabling rapid transition when required. Mobomo already has these team members staffed and badged at the GSA, minimizing the onboarding process. These team members are already deeply knowledgeable about the existing systems and processes and the Mobomo staffing model gives the GSA the ability to rapidly request and staff these team members as needed. The management team also leverages the "teams of teams" concept of SAFe Agile (called Agile Release Trains or ART) to scale and surge teams as required. We scale efficiently because of the known value of each ART. As the project grows, we add ARTs to meet the needs of the project. Similarly, downsizing a full team can also easily be performed.</p>
Mobomo will provide uninterrupted and consistent staffing throughout the term of the task order/projects.	<p>Mobomo's proposed CLINs staffing and bench of developers with deep GSA experience and knowledge will ensure that there will be no unnecessary interruptions when increasing or changing staff as requested based on the GSA's changing requirements. Mobomo has worked with enterprise clients on projects that spanned several teams over several sub-projects and multiple products. Our ability to accomplish this is in our adherence to our developed processes and policies. From managing multiple teams with multiple stakeholders to functional and technical management, our company can scale up teams and projects based on this idea of teams of teams.</p>
In the event of a transition to a new vendor or other technical resources, Mobomo will work to ensure a seamless transition to these new resources. This includes, but is not limited to, providing any documentation requested as well as participating in knowledge transfer sessions.	<p>Mobomo's POC and development leads will work with the GSA to plan, track, and execute any transition of technology or ownership so the continuation of service can be ensured for the GSA without any interruption or loss of technical knowledge. Mobomo's CMMI level 3 documentation process will provide an effective tool for the distribution of knowledge to new parties and developers. Mobomo approaches transition as a discrete project, with a detailed Transition Project Plan to affect a smooth transition with no negative impact to end users or interruption of in-flight projects. Effective planning and coordination, and the smooth transfer of knowledge through are the foundations to a low-risk transition that is seamless to end-users and minimizes burden on the government in facilitating transition. The Transition Plan include milestones and deliverables at each phase designed to minimize risk of critical knowledge loss that can negatively impact ability to provide optimum end user support. We leverage our proven methodologies to facilitate information sharing throughout each phase.</p>

Mobomo will respond to Government inquiries via phone or email within two business hours.	As mentioned above, Mobomo will provide multiple avenues to reach the entire Mobomo team (be available via group email for any inquiries and individual contact details) when an issue arises include management to have oversight to ensure a repose happens responsiveness within two business hours. We will work with GSA to devise a system that works the best.
Mobomo will respond to, and correct issues identified during testing on projects as assigned.	Mobomo will provide this as part of our software development process. Disciplined Quality Assurance (QA) and Quality Control (QC) Testing are critical to the success of the DevOps methodology . Mobomo provides an end-to-end QA/QC testing process that ensures quality software every iteration of the Agile software development process. Our QA/QC processes leverage automated tools as well as human - driven processes. Mobomo understands QA/QC needs and has the demonstrated experience and a proven approach to implement QA/QC processes to ensure success.
<p>Additionally, working as part of an integrated project team with Federal employees and potentially other vendors, Mobomo will:</p> <ul style="list-style-type: none"> • Develop, operate, test, and assist in the deployment and operations of web applications, websites, and/or APIs. • Ensure all work is completed meets and follows GSA policies and requirements such as security requirements and policies. • Assist in the maintenance of existing web applications, websites, and/or APIs, including documenting the systems as requested by GSA. • Operate using agile development best-practices. • Act as SMEs regarding of Section 508 and WCAG 2.0. • Gather, analyze, interpret, and present data in support of projects as assigned. 	<p>Over the past 10 years of providing innovative web services to the GSA, our team has excelled at integrating the larger GSA development and project teams to provide these processes to successful outcomes. Using our proven agile DevSecOps processes integrated over the past decade with GSA's agile methodology, our team will ensure iterative development to design, develop, test, deploy, and operate and maintain web services including websites, APIs and web applications. All tasks will go through our thorough QA/QC process mentioned above to ensure that they meet requirements as well as GSA policies and processes. Our quality assurance process and staff work in lock step with the development process to test features daily, weekly, and monthly. Monthly releases are regression tested while individual features are tested each day. We have been doing this for years and will continue these processes to deliver continued success and leadership at GSA.</p> <p>For example, our front-end developers helped pioneer the first 508 compliant responsive websites along with the GSA team 9 years ago and through that process, we have championed 508 requirements as an SME in each of the USA.gov redesigns we have helped release.</p>

DELIVERABLES

Mobomo understands and acknowledges the deliverables list below and will complete the associated deliverables with this solicitation.

TECHNICAL DELIVERABLES	HOW MOBOMO WILL DELIVER THIS
Mobomo will create and maintain project files and data for each of the projects assigned, including source code developed for projects assigned.	Mobomo will continue to support this effort through Google Workspace, Jira and YouTrack (documentation, risk registry, requirements) and GitHub. To ensure high quality software, free of malicious code, our team performs code reviews of each piece of functionality committed. Peer reviews not only ensure quality code, but also readability of code for other developers to easily understand. In addition to manual code reviews, we use static code analysis tools to ensure best practices and identify possible vulnerabilities. Finally, for each platform, we adhere to security code guidelines and scan for vulnerabilities.
Mobomo will write and maintain technical documentation, such as System Security Plans, as requested.	Mobomo will continue to support GSA in this effort as we have performed for USA.gov and data.gov. Working with GSA's security POCs, our DevOps developers will provide technical and security documentation. Documentation and release notes are provided for both technical staff and users. Best in class documentation is accomplished by ensuring that other developers and users can use the documentation to fully understand the application. The same approach will be taken for quality assurance documentations and system security plans.

CONTRACT MANAGEMENT DELIVERABLES	HOW MOBOMO WILL DELIVER THIS
Mobomo will provide a monthly status report indicating the work performed under this task order for the previous month. This monthly status report will be included as part of supporting documentation with the submission of the monthly invoice.	Mobomo has provided this level of reporting as part of our CMMI Level 3 management process. Status reports and relevant supporting documentation are stored in our CMMI standard JIRA reporting tool for reporting consistency and distribution with stakeholders. During delivery, we will track and provide GSA with the metrics and reports as part of our monthly status reporting and invoice process. These include progress on milestones and deliverables, change control, schedule, risk management through risk register tools, product and feature performance, resourcing, communications, and cost performance depending upon task order type.
Mobomo's designated Point-of-Contact shall actively engage in the security clearance process. This includes things such as obtaining Contractor Information Worksheets (CIWS) for each proposed staff member, uploading completed CIWS into Requesting Official Contractor Approval List (ROCAL - Section 19.1), and ensuring the Mobomo personnel completes the eQIP applications within 24 hours after receiving the initial eQIP invitation including the required forms that need to be signed and uploaded with the eQIP application.	Mobomo's POC Mr. Ken Fang will provide executive support for the project and coordinate staffing and security clearance processes by uploading CIWS into ROCAL and ensuring personnel complete their eQIP within 24 hours of invitation. Mr. Fang has Secret level clearance and meet the requirements to guide the clearance/background check process for all the Mobomo team members. Many of the proposed Mobomo team members are already badged with the GSA and will be able to immediately begin work without having to go through a background check and badging process.

MOBOMO'S TECHNICAL EXPERTISE

Mobomo's technical team has large and diverse technical skill set and brings expertise in the following areas to a GSA solution:

TECHNOLOGY AREA	RELEVANT PAST PERFORMANCE	MOBOMO RESUMES
Drupal 7/8/9 architecture, development, and maintenance	USAGov, NOAA Fisheries, NASA, USGS, FERC	(b) (4)
Cloud.gov (or Cloud Foundry), Amazon Web Services (AWS) and Azure services experience	USAGov, NOAA, NASA, USGS	(b) (4)
Federal Information Security Modernization Act (FISMA) Authority-To-Operate (ATO) process experience	USAGov, USAGM, NOAA	(b) (4)
HTML 5/CSS 3/JavaScript/jQuery	USAGov, NOAA Fisheries, NASA, USGS, FERC	Full team
MySQL	USAGov, FERC, NOAA, NASA, USGS	Full team
Nginx	USAGov, FERC	(b) (4)
Google Workspace Suite (Drive, Docs, Sheets, Slides, etc.)	USAGov, Standard across all Mobomo projects	Full team
Microsoft Office 365 (Word, Excel, PowerPoint, SharePoint etc.)	Standard across all Mobomo projects	Full team
Adobe Creative Cloud (Photoshop, Illustrator, Acrobat, etc.)	USAGov, standard Mobomo design suite across all UI/UX projects	(b) (4)
Trello	USAGov	(b) (4)
You Track and JIRA	USA.gov and the Jira suite is the standard project management reporting tool Mobomo	Full Team
GitHub	Used in all Mobomo projects as the standard repo	Full Team
CircleCI and GitHub Actions for CICD	USAGov and standard across all Drupal projects	Full Team

Google Meet, Zoom, Teams and WebEx	Mobomo team is accustomed to using all forms of virtual meeting tools and use each of these tools frequently with our customers	Full Team
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FACTOR 3: RESUMES

Mobomo is submitting resumes under the CLIN0001, CLIN0005 and Designated Point of Contact as a separate Resumes document.

FACTOR 4: PAST PERFORMANCE

Mobomo is providing three past performance examples that we feel are similar to GSA's Statement of Work (SOW) in size, scope, magnitude of effort, and complexities.

GSA – USA.Gov

Agency Name:	GSA/TTS
Project Name:	USA.Gov Web Support
Contract Number:	GD47HAA019F0221
Size of Project:	\$1.14M
Staffing Levels:	(b) (4)
Performance Period:	9/2016 - 9/2021
Current Contract:	Yes
Website(s) name and URL(s), if applicable:	Official Guide to Government Information and Services USA.Gov
POC Details	Name: Charlene Blanco Address: 1800 F Street, NW, 4 th Floor – 4125D Washington, DC 20405 Telephone: (b) (6) Email: Charlene.blanco@gsa.gov

- **Experience similarity in scope, size, complexity, and relevant subject matter expertise to the work described in the SOW:** Mobomo is currently providing support for the Technology Transformation Service (TTS), Public Experience Portfolio website USA.gov, including its sister site, USAGov en Español. As requested, Mobomo has been able to quickly shift resources to meet the current priorities of the site whether it be front-end HTML, JavaScript, CSS work; back-end Drupal or Ruby-on-Rails development work; or Cloud.gov and AWS DevSecOps or FISMA ATO support.
- **Experience providing web support services as described in the SOW:** Over the past years, GSA has embraced big data, web services, and mobile as ways to enhance citizen services. GSA has contracted with Mobomo for the past decade to provide Web Development Support Services to continuously improve citizens' access to Government services, enhance and improve the USA.gov Program in English and Spanish, and achieve the GSA's primary business goals.
- **Relevant experience providing Quality Assurance and Accessibility Compliance:** The members of the Mobomo team perform QA and UAT functions with members of the GSA team for each code or feature delivery. In addition to section 508 standards, the team also verifies best practices are followed regarding accessibility.
- **Section 508) support for Federal Government website(s) as described in the SOW:** Our technical team has worked with the GSA team to ensure that USA.gov has been a section 508 compliant website. In addition to code reviews and UI/UX standards focusing on compliance, Mobomo has also provided training support for GSA staff and utilized best practices regarding web design and maintenance with a focus on section 508.
- **Successful past performance through customer references:** Mobomo has maintained very high CPARS ratings during its tenure working with GSA. Our technical resources continuously earn praise from the GSA leadership have maintained a solid working relationship with the GSA management as well as the technical staff on site at GSA.

Federal Energy Regulatory Commission (FERC)

Agency Name:	FERC
Project Name:	FERC Web Modernization Project
Contract Number:	GS-35F-143BA/EA133F16NC1332
Size of Project:	\$3.7m
Staffing Levels:	(b) (4)
Performance Period:	1/2019 - 1/2024
Current Contract:	Yes
Website(s) name and URL(s), if applicable:	Federal Energy Regulatory Commission (ferc.gov)
POC Details	Name: Nathan Otlewski Address: 888 First St NE, Washington, DC 20426 Telephone: (b) (6) Email: Nathan.Otlewski@FERC.gov

- Experience similarity in scope, size, complexity, and relevant subject matter expertise to the work described in the SOW:** As part of a larger technology modernization effort, the Federal Energy Regulatory Commission (FERC) needed to upgrade its website from an antiquated Dreamweaver/File System management solution to a modern cloud-based Drupal content management system. Mobomo worked with FERC stakeholders to deliver a vastly improved, mobile-friendly, responsive website (ferc.gov) built on a modern technology stack using the open-source Drupal framework on the Azure PaaS (Platform as a Service). Our team assisted with the SSP and ensuring the systems received an Authority-to-Operate (ATO). Due to changes within the technical requirements, Mobomo shifted our team skills matrix from a Drupal and SharePoint development team to a Drupal and graphic design team. Mobomo pivoted to create a new UI/UX and Drupal CMS from scratch. By shifting focus and team members, Mobomo has been able to maintain high levels of client satisfaction over the years.
- Experience providing web support services as described in the SOW:** Leveraging JIRA and Confluence to track and report progress, the Mobomo team met weekly with FERC stakeholders to provide status updates and technical product demonstrations. Our team performed Drupal, Cloud DevSecOps, and FISMA ATO support services. Up-to-date documentation was kept in Confluence, and monthly financial reports were provided to FERC management and contract staff.
- Relevant experience providing Quality Assurance and Accessibility Compliance:** Our process ensures code in all environments is functionally identical and ensures code is vetted via automated tests and by engineers, QA testers, and via client UAT before it goes to Production. Mobomo assists with security audits, vulnerability scans, penetration tests, etc.; provides administration documentation; and ensures all code, infrastructure, and continuous monitoring processes are fully compliant with FedRAMP, FISMA and other federal security standards.
- (Section 508) support for Federal Government website(s) as described in the SOW:** Our team leveraged our CMMI Dev Level 3 agile software development process to deliver a high-quality system using regular two-week development sprints integrated with demos, usability, 508 and security tests.
- Successful past performance through customer references:** Mobomo has worked well with the FERC team who continue to provide positive references via their COR and Director of External Communications. While a formal CPARS has not been filed for the work done with FERC, quarterly satisfaction surveys and multiple past performance questionnaires completed by the COR offer strong recommendations for Mobomo.

International Trade Administration (ITA)

Agency Name:	International Trade Administration
Project Name:	International Trade Administration IT Infrastructure Services
Contract Number:	HHSN316201200193W / 140D0418F0081
Size of Project:	\$31.3M

Staffing Levels:	(b) (4)
Performance Period:	01/19/2018 to 10/15/2023
Current Contract:	Yes
Website(s) name and URL(s), if applicable:	www.trade.gov
POC Details	Name: Jongmin Lee Address: 1401 Constitution Ave, NW, Washington Dc 20230 Telephone: (b) (6) Email: Jongmin.lee@trade.gov

- **Experience similarity in scope, size, complexity, and relevant subject matter expertise to the work described in the SOW:** Mobomo's team of DevSecOps experts maintains the ITA (International Trade Administration) infrastructure, having migrated virtually all services out of a physical data center into Amazon Web Services and Office365, making ITA one of the most cloud enabled agencies in the Federal space. Mobomo is also taking ITA to the next level by migrating to SaaS and PaaS solutions in Microsoft Azure to create a better customer experience and a borderless network with all applications accessible via AWS/O365/Azure for increased value and cost savings. This infrastructure includes a cloud-based Kubernetes cluster that hosts the Drupal www.trade.gov website our team also designed, developed, and deployed under the sister Application Development contract. The team utilized Agile project management techniques over the course of the eighteen-month lifecycle with bi-weekly iterative design and development releases to coordinate multiple stakeholders and subcontractors, ensuring high productivity and customer satisfaction. Leveraging JIRA and Confluence to track and report progress, the Mobomo team met weekly with ITA stakeholders to provide status updates and technical product demonstrations. Up-to-date documentation was kept in Confluence, and monthly financial reports were provided to ITA management and contract staff.
- **Experience providing web support services as described in the SOW:** Our engineering subject matter experts work closely with ITA staff and key industry leaders to architect and implement high-performing, highly-secured environments that support a global operations network servicing personnel across six continents and hundreds of offices worldwide. This includes the D8 Trade.gov website environment that our team design, developed and deployed. The trade.gov D8 redesign leveraged the U.S. Web Design System, consolidating both trade.gov and export.gov into a single global site. It represented a true digital transformation for ITA, designed as a cloud platform on modern technologies including Kubernetes, Docker, and Azure. It is tightly integrated with other cloud enterprise systems in our managed cloud environment including Salesforce and SharePoint Online.
- **Relevant experience providing Quality Assurance and Accessibility Compliance:** The DevSecOps team implements an automated process to ensure that updates and security patches were successfully implemented. The team also works with system and application owners to validate that their systems applications are working correctly after a patching or update cycle. This process can include a combination of automated testing and manual testing.
- **(Section 508) support for Federal Government website(s) as described in the SOW:** The team's primary responsibility is to manage both the AWS and Azure cloud to provide a network of applications and services. Mobomo perform development and Section 508 validation for the www.trade.gov website on an associated, but separate, sister application development contract.
- **Successful past performance through customer references:** Our program management approach has ensured that all requirements are met on schedule and within budget through proven techniques for both managing change and focusing on the value, quality, and innovation. This results in enhanced customer satisfaction which consistently exceeds customer expectation as proven by our excellent CPARs ratings.